

# Enterprise Incident Report October 2011

As of 11/1/2011

GOED

## First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.  
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - First Contact Resolution		
	High	Low	FCR Total
GOED	10	27	28
		7	7
Customer Company Total	10	27	28
		7	7

# Enterprise Incident Report October 2011

As of 11/1/2011

GOED

## Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .  
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and  
Critical within 30 clock minutes.  
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - Missed Inital Response		
	High	Low	MIR Total
GOED	1	27	28
	0	3	3
Customer Company Total	1	27	28
	0	3	3

# Enterprise Incident Report October 2011

As of 11/1/2011

GOED

## Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours		
	High	Low	ATTIR Total
GOED	1 0.06	27 0.36	28 0.35
Customer Company Total	1 0.06	27 0.36	28 0.35

# Enterprise Incident Report October 2011

As of 11/1/2011

GOED

## Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .  
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.  
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - Missed Resolution		
	High	Low	MR Total
GOED	1	27	28
	0	2	2
Customer Company Total	1	27	28
	0	2	2

# Enterprise Incident Report October 2011

As of 11/1/2011

GOED

## Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .  
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and  
Critical within 2 clock hours.  
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents		
	Bottom Number - Average time in hours		
	High	Low	ATTR Total
GOED	1	27	28
	0.58	2.71	2.63
Customer Company Total	1	27	28
	0.58	2.71	2.63

## Enterprise Incident Report October 2011

As of 11/1/2011

GOED
------

## Detail

<b>INC000000382004</b>	Bill Colbert Application Support	None Karen Duncan	None GOED	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.12
<b>INC000000391001</b>	Sophia Dicaro Metro A Desktop Support	Print/Copy/Scan/Fax Burton Brown	Incident GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.79 1.23
<b>INC000000391252</b>	Chad Davis Application Services	Network Tony Larsen	Incident GOED	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.59 11.37
<b>INC000000393505</b>	Fred Lange Metro A Help Desk	Application Liz Evans	Reporting GOED	Microsoft PowerPoint Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
<b>INC000000393684</b>	Leigh Von Der Esch Capitol Desktop Support	Network Chad Poll	Error GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 1.32
<b>INC000000393823</b>	Diane Wilson Capitol Desktop Support	None Chad Poll	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000393993</b>	Roxanne Graham Metro A Help Desk	Application Ed Conrad	Error GOED	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.53
<b>INC000000394264</b>	Alex Quayson-sackey Application Services	Application Martin Gonzalez	None GOED	Proofpoint Email Security Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 0.43
<b>INC000000396318</b>	Fred Lange Metro A Desktop Support	PC/Laptop Burton Brown	Performance GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.59 3.89
<b>INC000000396661</b>	Diane Wilson Application Services	Application Tony Larsen	Error GOED	Novell GroupWise Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	3.81 46.85
<b>INC000000396680</b>	Tara Roner Voice Operations	Telecom Lois Schow	Voice Mail GOED	Telephone Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.28 1.34
<b>INC000000397180</b>	Fred Lange Metro A Desktop Support	None Burton Brown	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
<b>INC000000397186</b>	David Bradford Metro A Desktop Support	None Burton Brown	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
<b>INC000000397486</b>	Fred Lange Metro A Help Desk	Application Liz Evans	None GOED	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
<b>INC000000398276</b>	Winston Wilkinson Metro A Desktop Support	None Burton Brown	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000399894</b>	Cicily Howell Capitol Desktop Support	PC/Laptop Chad Poll	Hardware GOED	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 0.81

# Enterprise Incident Report October 2011

As of 11/1/2011

GOED

<b>INC000000399912</b>	David M Williams	Application	Password	PGP		TIR Missed: No	TIR: 0.06
	Capitol Desktop Support	Chad Poll	GOED	High	Resolved	TTR Missed: No	TTR: 0.58
<b>INC000000400668</b>	Leigh Von Der Esch	Mobile Devices	Error	BlackBerry Enterprise Server		TIR Missed: No	TIR: 0.52
	Application Services	Danielle Hood	GOED	Low	Resolved	TTR Missed: No	TTR: 1.74
<b>INC000000401941</b>	Dave Hansford	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Chad Poll	GOED	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000403903</b>	Randa Bezzant	Application	Error	None		TIR Missed: No	TIR: 0.10
	Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed: No	TTR: 0.54
<b>INC000000404956</b>	Lorraine Daly	None	None	None		TIR Missed: No	TIR: 0.17
	Capitol Desktop Support	Chad Poll	GOED	Low	Resolved	TTR Missed: No	TTR: 1.32
<b>INC000000405030</b>	Randa Bezzant	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed: No	TTR: 0.02
<b>INC000000405701</b>	Chad Davis	None	None	None		TIR Missed: No	TIR: 0.12
	Help Desk	Sarah Johnson	GOED	Low	Resolved	TTR Missed: No	TTR: 1.00
<b>INC000000405998</b>	Sophia Dicaro	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed: No	TTR: 0.02
<b>INC000000406181</b>	Randa Bezzant	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed: No	TTR: 0.04
<b>INC000000406672</b>	Steve Gooch	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed: No	TTR: 0.03
<b>INC000000406709</b>	Tamy Dayley	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed: No	TTR: 0.02
<b>INC000000406959</b>	Vicki Allison	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	GOED	Low	Resolved	TTR Missed: No	TTR: 0.13